

Kings Road Medical Centre

Inspection report

Worlds End Health Centre
529 Kings Road
London
SW10 0UD
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www.kingsroadmedicalcentre.co.uk

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This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

Ratings

Overall rating for this location	Good	
Are services safe?	Good	
Are services effective?	Good	
Are services caring?	Good	
Are services responsive to people's needs?	Good	
Are services well-led?	Good	

Overall summary

We carried out an announced comprehensive inspection) at Kings Road Medical Centre on 28 November 2023 – 1 December 2023. Overall, the practice is rated as good.

Safe - good

Effective - good

Caring - good

Responsive - good

Well-led - good

Following our previous inspection on 15 September 2015, the practice was rated outstanding overall and for the key questions of responsive and well-led.

At the last inspection we rated the practice as outstanding for providing **responsive and well-led services**) because:

- The practice initiated positive service improvements for its patients that were over and above its contractual obligations.
- It had a clear vision with quality and safety as its top priority, the strategy to deliver this vision had been produced with stakeholders and was regularly reviewed and discussed with staff. High standards were promoted and owned by all practice staff and teams worked together across all roles.

At this inspection, we found that those areas previously regarded as outstanding practice were now embedded throughout the majority of GP practices. While the provider had maintained this good practice, the threshold to achieve an outstanding rating had not been reached. The practice is therefore now rated good overall and in all key questions.

The full reports for previous inspections can be found by selecting the 'all reports' link for Kings Road Medical Centre on our website at www.cqc.org.uk

Why we carried out this inspection

We carried out this inspection in line with our inspection priorities.

How we carried out the inspection

This inspection was carried out in a way which enabled us to spend a minimum amount of time on site.

This included:

- Conducting staff interviews using video conferencing.
- Completing clinical searches on the practice's patient records system (this was with consent from the provider and in line with all data protection and information governance requirements).
- Reviewing patient records to identify issues and clarify actions taken by the provider.
- Requesting evidence from the provider.
- A short site visit.

Overall summary

Our findings

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

We found that:

- The practice provided care in a way that kept patients safe and protected them from avoidable harm.
- There were adequate systems in place to assess, monitor and manage risks to patient safety.
- Patients with long-term conditions and those who were prescribed high-risk drugs were monitored appropriately.
- Patients received effective care and treatment that met their needs.
- Staff dealt with patients with kindness and respect and involved them in decisions about their care. This was reflected in the 2023 National GP Patient Survey and from the feedback received from patients.
- Patients could access care and treatment in a timely way. This was reflected in the 2023 National GP Patient Survey and most of the feedback received from the patients we spoke to.
- The leadership, governance and culture were used to drive and improve the delivery of high-quality person-centred care.
- There was evidence of continuous improvement and innovation.

We saw the following example of Outstanding practice:

- We found the practice to have outstanding prescribing data as figures showed their prescribing data was lower than national and local averages and significantly lower in some areas.

Whilst we found no breaches of regulations, the provider **should**:

- Take steps to increase the uptake of childhood immunisations and cervical cancer screening within their practice population.

Details of our findings and the evidence supporting our ratings are set out in the evidence tables.

Dr Sean O’Kelly BSc MB ChB MSc DCH FRCA

Chief Inspector of Health Care

Our inspection team

Our inspection team was led by a CQC lead inspector who spoke with staff using video conferencing facilities and undertook a site visit. The team included a GP specialist advisor who spoke with staff using video conferencing facilities and completed clinical searches and records reviews without visiting the location.

Background to Kings Road Medical Centre

Kings Road Medical Centre is located in 529 Kings Road, London SW10 0UD in the borough of Kensington and Chelsea.

The provider is registered with CQC to deliver the Regulated Activities: diagnostic and screening procedures, maternity and midwifery services and treatment of disease, disorder or injury and surgical procedures.

The practice is situated within the South-West London Integrated Care System (ICS) and delivers General Medical Services (GMS) to a population of approximately 15,300 patients. This is part of a contract held with NHS England.

Information published by Office for Health Improvement and Disparities shows that deprivation within the practice population group is in the fifth lowest decile (5 of 10). The lower the decile, the more deprived the practice population is relative to others.

According to the latest available data, the ethnic make-up of the practice area is 65.1% White, 11.4% Asian, 8.7% Black, 8.3% Other, and 6.5% Mixed.

The clinical team is led by a regional medical director and two clinical lead GPs who are supported by a salaried GP and five long-term locum GPs. The practice employs four part-time pharmacists, four physicians' associates, three practice nurses, a healthcare assistant and a trainee nursing associate.

The practice is open between 8am to 6:30pm Monday to Friday and between 9am-3pm on Saturdays. The practice offers a range of appointment types including book on the day, telephone consultations and advance appointments.

Extended access is provided locally by two extended hours hubs, where late evening appointments are available until 9pm on weekday evenings and between 8am to 8pm on weekends. Out of hours services are provided by calling 111.